



Robert W. Quinn, Jr.  
Director - Federal Government Affairs

EX PARTE OR LATE FILED

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1120 20th St., NW  
Washington, DC 20036  
202 457-3851  
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August 19, 1999

Ms. Magalie Roman Salas  
Secretary  
Federal Communications Commission  
445 Twelfth Street, SW, Room TWB-204  
Washington, DC 20554

RECEIVED  
AUG 19 1999  
FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

RE: Ex Parte – CC Docket 96-98  
In the Matter of the Local Competition  
Provisions in the Telecommunications Act of 1996

Dear Ms. Salas:

On Wednesday, August 18, 1999, I provided to Jake Jennings of the Common Carrier Bureau the attached written ex parte. Also attached are the public versions of the material provided to Mr. Jennings. Supporting documents deemed confidential information and subject to the Protective Order adopted by the Commission in the above-referenced proceeding are being filed under separate cover.

Those parties who would like to make arrangements to view this confidential information pursuant to the terms of the Protective Order entered in this proceeding should contact Michael Hunseder of Sidley & Austin, 1722 I Street, NW, Washington, DC, 20006, (202)736-8236.

Two copies of this Notice are being submitted to the Secretary of the FCC in accordance with Section 1.1206(b)(1) of the Commission's rules.

Sincerely,

Attachments  
cc: Jake Jennings

No. of Copies rec'd  
List ABCDE

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Director - Federal Government Affairs

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1120 20th St., NW  
Washington, DC 20036  
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August 18, 1999

Mr. Jake Jennings  
Common Carrier Bureau  
Federal Communications Commission  
445 Twelfth Street, SW  
Washington, DC 20554

RE: Ex Parte – CC Docket 96-98  
In Matter of the Local Competition  
Provisions in the Telecommunications Act of 1996

Dear Mr. Jennings:

Attached, please find a copies of the following documents:

1. Hot Cut data from AT&T Local Services ("ALS") orders in Phoenix, Arizona, Dallas and Houston, Texas, and Los Angeles, California. While the percentages of Provisioning Errors and Not Working as Provisioned Errors can be publicly disclosed the Worksheets and Summary Sheets must be treated as proprietary information pursuant to the terms of the Protective Order issued in this proceeding.
2. Proprietary and Public Versions of the Joint Affidavit of Sarah DeYoung and Eva Fettig filed Monday August 16, before the California PUC which discusses AT&T's Hot Cut experiences with Pacific Bell, Hot Cut performance data and additional costs related to Hot Cuts.
3. The Public Version of the Supplemental Affidavit of Jack Meek filed Monday before the New York PSC which discusses the latest Hot Cut Data from ALS operations in New York City.
4. A Proposed Test Agreement from GTE to AT&T which sets forth GTE's proposed pricing for abiding by AT&T's proposed Hot Cut process in GTE territory. In addition, also enclosed is a letter from Ameritech to AT&T indicating that Ameritech also intends to charge AT&T for following the proposed Hot Processes, but which does not quantify those costs. The GTE document must also be treated pursuant to the terms of the Protective Order issued in this proceeding.

With respect to the LEC error percentages on the Hot Cut data:

% Provisioning Errors versus Orders Activated represents the percentages of orders ultimately completed by the ILEC which experienced provisioning errors, but did not result in a

customer out-of-service condition because the errors were caught prior to work being complete verifiable on the particular order.

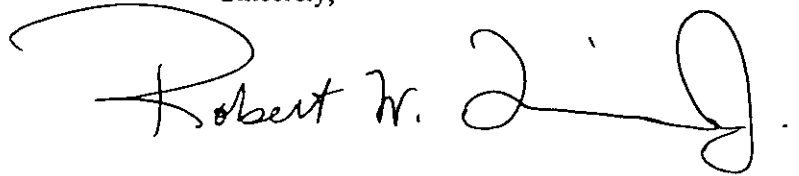
% Not Working as Provisioned versus Orders Activated represents the percentage of orders ultimately completed by the ILEC which resulted in customer out-of-service conditions due to ILEC errors.

Total % of LEC errors During Provisioning simply aggregates the number of orders which experienced Provisioning Errors and the number of orders which were Not Working As Provisioned and then dividing that total by the number of Orders Activated.

Total % of Orders That Experienced ANY LEC Caused Provisioning Problem versus Orders Completed accounts for the fact that one order could have both a Provisioning Error and a Not Working as Provisioned Error. In calculating this percentage, AT&T included individual orders only one time in the numerator even if that order experienced both a Provisioning Error *and* a Not Working as Provisioned Error. This figure, thus, represents what percentage of orders ultimately completed by the ILEC experienced some form of ILEC error as they were being processed.

Please contact me at the above telephone number if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert W. Lind". The signature is fluid and cursive, with a large loop at the end.



30 South Wacker Drive  
Suite 2000  
Chicago, IL 60606  
Office 312/780-6202  
Fax 312/207-8136

Berry E. Allen  
Executive Vice President

June 24, 1989

Mr. Frank Ianna  
President-Network Services  
AT&T  
296 N. Maple Ave.  
Room 4448F3  
Basking Ridge, New Jersey 07920

Dear Frank:

After I received your letter dated June 16, 1989, I asked Karen Vesely and her team to sit down and review with me in detail your concerns. Having completed that process, I want to convey my understanding regarding our companies' progress on "coordinated Hot Cuts".

First, please understand that Ameritech is committed to working with AT&T to define a mutually agreeable "coordinated Hot Cut provisioning process" that is consistent with our companies' respective rights and obligations under our interconnection agreements and applicable law.

I note, however, that a number of your stated requirements are already addressed in our interconnection agreements. For example, our existing interconnection agreements address coordinated conversions from due date minus forty-eight hours, dial tone test, completion notifications, and the timely notification of those unbundled loops served by integrated digital loop carrier. To the best of my knowledge, you have not raised any issues with respect to our failure to comply with obligations under our interconnection agreements.

Even though our interconnection agreements currently contain coordinated conversion provisions that were both negotiated and arbitrated, Ameritech has expended significant time and resources discussing prospective alternatives to address any future concerns AT&T may have with respect to significant volume increases. One resulting product of those discussions was the "Ameritech Trial Proposal AT&T Experimental Hot-Cut Procedure". This trial proposal, which Ameritech is seriously committed to, was developed after our companies mutually agreed that the initial approach to CFA testing was not likely to achieve AT&T's desired results.

Ameritech received AT&T's comments on Ameritech's trial proposal agreement late in the evening on June 22, 1989 and is currently evaluating those comments. Ameritech will forward its response to AT&T by June 30, 1989.

With regards to scope, the agreed-upon objective of the trial was for the central offices included in the trial to provision approximately half of all AT&T unbundled loop orders during the trial period. During May 1989, the five central offices selected for the trial provisioned approximately fifty percent of AT&T's unbundled loop orders. If the trial results indicate that we are not achieving this balance, the trial proposal specifically provides that the companies will consider changing the number of offices involved.

Mr. Frank Ianna - June 24, 1999  
Page 2

Ameritech also believes that an initial single office rollout followed by a rollout in additional offices is a practical and efficient method to implement this trial. As currently proposed, Ameritech believes the trial will more than meet AT&T's stated goals of the trial and result in a rigorous and disciplined analysis of both our companies processes.

With respect to complex orders as part of this trial, Ameritech understood AT&T was not offering complex services (i.e. - Centrex, ISDN, etc.). If this is not the case, we are certainly willing to discuss complex services in greater detail.

In addition, Ameritech will continue to investigate and address AT&T's request for additional functionality (i.e. - emergency service restoration, loop cutover notifications, and change control process) as we define and implement a mutually agreeable "Hot Cuts provisioning process".


Likewise, as Ameritech continues to work with AT&T to investigate, trial and prospectively implement any new processes or procedures related to the "Hot cut provisioning process", Ameritech expects that AT&T will accept any charges appropriately called for in order to trial and implement such new arrangements. In addition, if Ameritech implements any new processes as a result of our efforts, Ameritech will, given its nondiscrimination obligations, make such new processes generally available to other carriers.

Further, it is my understanding our representatives have held regular ongoing discussions concerning root cause analysis of service failures. Regardless, on June 16, 1999, Sal Fioretti provided Scott Finney a written response (via e-mail) providing an analysis on the data provided by AT&T on April 27, 1999. It should be noted that of the twenty-eight PONs provided by AT&T, fourteen could not be identified and six were listed twice. In addition, Ameritech did not receive a file from AT&T for the data identified as sent on May 27, 1999. Clearly, the investigation of root causes must be a collaborative effort between both our companies. Ameritech is committed to determine and address the root causes of service failures and stands ready to work with AT&T to address this issue.

Finally, I reiterate that AT&T has a reciprocal obligation to provide LNP to Ameritech. Unfortunately, despite repeated requests by Ameritech, AT&T has yet to provide a detailed description of its LNP provisioning process. Ameritech believes, and the law recognizes, that the porting of a customer from AT&T's network to Ameritech's network is every bit as important as from Ameritech's network to AT&T's network. Therefore, I ask that you request your team to address AT&T's provisioning process as we move forward.

Given the foregoing, as well as Ameritech's receipt of AT&T's comments on the trial proposal and AT&T's forecasted volumes, Ameritech believes that our companies are on track to test and, if the results dictate, implement, mutually agreeable procedures (and rules, terms and conditions) to address the "Hot-Cut provisioning process".

Sincerely,



cc: Karen Vesely  
Ted Edwards

August 16, 1999

Lawrence G. Malone, Esq.  
General Counsel  
New York State Public Service Commission  
Three Empire State Plaza, 18<sup>th</sup> Floor  
Albany, New York 12223

Re: Case 97-C-0271

Dear Mr. Malone:

AT&T Communications of New York, Inc. ("AT&T") hereby submits an original and 25 copies of the Supplemental Affidavit of Jack Meek, and accompanying Attachments 1-2 and 1-3 ~~CONFIDENTIAL~~. Please note that Attachments 1-2 ~~CONFIDENTIAL~~ are only provided to Peggy Rubino and Randy Milch.

Very truly yours,



Enclosures

cc: Hon. Eleanor E. Stein - OVERNIGHT MAIL  
Hon. Jaclyn A. Brilling - OVERNIGHT MAIL  
Peter M. McGowan - OVERNIGHT MAIL  
Andrew M. Klein - OVERNIGHT MAIL  
Janet Deimler - OVERNIGHT MAIL  
Daniel Martin - OVERNIGHT MAIL  
Margaret Rubino - OVERNIGHT MAIL  
Randal Milch - BY HAND  
Parties participating at technical conference -  
OVERNIGHT MAIL



STATE OF NEW YORK  
PUBLIC SERVICE COMMISSION

Petition of New York Telephone  
Company for Approval of its Statement  
Of General Available Terms and  
Conditions Pursuant to Section 252 of  
The Telecommunications Act of 1996 And  
Draft Filing of Petition For InterLATA  
Entry Pursuant to Section 271 of The  
Telecommunications Act of 1996

Case No. 97-C-0271

SUPPLEMENTAL AFFIDAVIT OF  
JACK MECK

STATE OF NEW YORK )  
 ) SS:  
COUNTY OF NEW YORK )

Jack Meek being duly sworn upon oath, deposes and states as follows:

1. My name is Jack B. Meek. My business address is 7630 South Chester Street, Englewood, Colorado 80112. I am the same Jack Meek who, together with other AT&T personnel, filed Joint Affidavits on behalf of AT&T in this proceeding on April 28 1999, June 7, 1999 and July 1, 1999. I also filed a Supplemental Affidavit on July 27, 1999 and I testified at the technical conference on July 30, 1999.

2. The purpose of this Supplemental Affidavit is to update the actual marketplace experience information concerning BA-NY's hot cut loop performance for the period March 23, 1999 through July 16, 1999 that previously was provided in the prior Joint Affidavits, my prior Supplemental Affidavit, and my testimony at the technical conference. Pursuant to Judge Stein's explicit instructions, all of my testimony concerning AT&T's actual marketplace experience under the revised hot cut loop provisioning procedures that BA-NY committed to implement approximately five months ago has been fully documented. Hearing Exhibits 8, 8A-8E, 8A Confidential-8E Confidential, Supplement to Hearing Exhibit 8D, Supplement to Hearing Exhibit 8D Confidential. I also hereby attest to the Supplements to Hearing Exhibits 8D and 8D Confidential, which were prepared under my direction and were furnished by transmittal dated August 6, 1999 to Judges Stein and Brilling, the Commission's Staff, BA-NY, and all other active parties. As noted in the August 6<sup>th</sup> transmittal, the distribution of the Supplement to Hearing Exhibit 8D Confidential was limited due to the confidential nature of the detailed back-up data contained therein.

3. AT&T has just completed its rigorous analysis of BA-NY's hot cut loop provisioning performance for the calendar week beginning Monday, July 19<sup>th</sup> through Friday, July 23<sup>rd</sup>. That fully documented analysis demonstrates conclusively that BA-NY's provisioning of timely and reliable hot cut loops continues to be

plagued by widespread, systemic errors, even under small order volumes, just as the record evidence shows has been the case consistently for the past eighteen weeks since BA-NY committed to implement the revised hot cut loop provisioning procedures. As a result, BA-NY's provisioning errors continue to cause commercially unreasonable and competitively significant numbers of hot cut loop orders to result in hot cut loops that do not work, causing widespread customer loss of telephone service for hours, days or even a week. Moreover, just as BA-NY's own hot cut checklists (Hearing Exhibit 9, Tr. 4109-23) show that BA-NY routinely fails to follow the explicitly defined procedures that it committed to implement on March 23<sup>rd</sup>, AT&T's analysis of the calendar week July 19-23 likewise shows that even when BA-NY provided loops that worked, BA-NY failed to follow the explicitly defined process for one-half of the hot cut loop orders that BA-NY attempted to cutover to AT&T.

4. Clearly, the root cause of BA-NY's inability after 5 months of the revised provisioning procedures to perform coordinated loop hot cuts on a commercially reasonable basis is its failure to follow those explicitly defined procedures. The bottom line is that BA-NY's widespread, systemic process failures constitute a ticking time bomb. While at small order volumes, AT&T and BA-NY were sometimes able to "scramble" in order to circumvent BA-NY's failure to follow the process -- with the result that loops worked and customers were not knocked out of



service -- neither CLECs (and presumably) nor BA-NY have the ability to continue to devote resources to "corrective action" caused by BA-NY's process failures. Since BA-NY's process failures are untenable today (and have been so for the past five months), the situation will only be exacerbated as CLEC order volumes increase toward commercial levels. Consequently, BA-NY's continuing failure to follow the explicitly defined hot cut loop provisioning procedures will only increase the commercially unreasonable and competitively significant customer loss of telephone service that has occurred consistently over the past five months.

5. Today, approximately five months after BA-NY committed to implement the revised hot cut loop provisioning procedures, the facts -- based upon actual marketplace experience for the period March 23 through July 23 -- show that BA-NY still cannot provision coordinated hot cut loops on a commercially reasonable basis. For example, AT&T's fully documented analysis for the calendar week July 19-July 23 (Attachment 1 and Attachment 1 Confidential to this Affidavit) shows that:

- BA-NY's provisioning errors continue to cause commercially unreasonable and competitively significant numbers of hot cut loop orders to result in hot cut loops that -- as an irrefutable factual matter -- do not work. For this period, approximately 13% of the hot cut loop

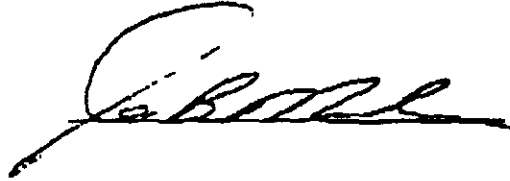
- 4 -

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BA-NY's hot cut loop provisioning performance. Unless each of these actions is taken, AT&T will not be able to meet the requirements of its small business customers using hot cut loops.

- 9 -

I declare, under penalty of perjury, that the foregoing  
is true and correct to the best of my knowledge and belief.

A handwritten signature in dark ink, appearing to be "C. Oliver", with a checkmark to its right.

SUBSCRIBED AND SWORN BEFORE ME this 16th  
Day of August 1999.

Christine C. Oliver  
Notary Public

CHRISTINE C. OLIVER  
NOTARY PUBLIC  
STATE OF COLORADO

My Commission Expires: 11-18-2000

UPDATE SUMMARY OF BA-NY  
HOT CUT LOOP PERFORMANCE  
FOR THE

CALENDAR WEEK JULY 19 THROUGH JULY 23

UPDATE SUMMARY OF BA-NY HOT CUT LOOP  
PERFORMANCE FOR THE  
CALENDAR WEEK JULY 19 THROUGH JULY 23

Despite very small volumes of AT&T hot cut loop orders, BA-NY's actual performance for July 19 through July 23 -- the eighteenth week of the revised hot cut loop provisioning process -- is patently inadequate to enable and sustain competitive market entry.

- For the 145 AT&T hot cut loop orders that BA-NY actually attempted to cutover to AT&T, 19 of the orders -- approximately 13% -- resulted in hot cut loops that didn't work as initially provisioned by BA-NY due to BA-NY's provisioning errors.
- Customers experienced interruptions of telephone service ranging from approximately 2 hours to approximately 7 days as a result of BA-NY's provisioning errors.
- Even when BA-NY provided loops that worked, BA-NY failed to follow the explicitly defined process for at least 72 orders -- approximately 50% of the hot cut loop orders that BA-NY attempted to cutover to AT&T.
- BA-NY's process failures also resulted directly in 20 hot cut loop orders due to cutover to AT&T this week -- approximately 14% of the total number of hot cut loop orders that BA-NY attempted to cutover to AT&T -- being supplemented on (or just before) the hot cut loop due date for a later due date.
- BA-NY is plainly not following the revised procedures that it explicitly committed to AT&T would be followed as of March 23, approximately five months ago. For example, BA-NY has provided initial notification on the hot cut due date for multiple hot cut loop orders that the customer is served by IDLC facilities or no dial tone existed. This shows that BA-NY routinely failed to perform required testing **two days before the due date** as it has committed to do under the revised process. Moreover, despite the fact that BA-NY and AT&T also agreed five months ago to the explicit requirements for a valid LSRC, BA-NY has continued to routinely provide AT&T with staggering numbers of incorrect LSRCs.
- In total, BA-NY's provisioning errors resulted in a negative customer experience -- and harm to the competitive process -- for approximately 20% of the hot cut loop orders scheduled for cutover during this period.
- Approximately 62% (108 out of 170) of the LSRCs issued by BA-NY to AT&T were incorrect. The errors included: incorrect telephone number; no telephone number; incorrect due date; incorrect cable and pair information; missing TXNU number; and incorrect TXNU number.

**CALENDAR WEEK JULY 19 THROUGH JULY 23**  
(the eighteenth full week of the revised hot cut  
loop provisioning process)

**AT&T ORDERS THAT RESULTED IN HOT CUT LOOPS THAT  
DIDN'T WORK AS INITIALLY PROVISIONED BY BA-NY DUE  
TO BA-NY'S PROVISIONING ERRORS**

**Order Numbers:**

NYCY9907336                      NYCY9906375  
NYCY9906711  
NYCY9906694  
NYCY9907435  
NYCY9907432  
NYCY9906366  
NYCY9900244/9900245  
NYCY9907569  
NYCY9906950  
NYCB9900244  
NYCY9907349  
NYCY9907789  
NYCY9907004  
NYCY9905181  
NYCY9907374  
NYCY9906365  
NYCY9907709  
NYCY9907696

**CALENDAR WEEK JULY 19 THROUGH JULY 23**  
(the eighteenth full week of the revised hot cut  
loop provisioning process)

**AT&T ORDERS THAT RESULTED IN HOT CUT LOOPS THAT  
DIDN'T WORK AS INITIALLY PROVISIONED BY BA-NY DUE  
TO BA-NY'S PROVISIONING ERRORS**

**ORDER NO. NYC9907336**

On July 19<sup>th</sup>, BA-NY proceeded prematurely with its hot cut loop provisioning activities (BA-NY had pushed the due date out to December 31<sup>st</sup>) and, as a result, the customer lost dialtone. BA-NY's early cut resulted in the customer's loss of service. The customer was out of service for approximately 5 hours.

**ORDER NO. NYC9906711**

On July 19<sup>th</sup> (or before -- as early as July 15<sup>th</sup>), BA-NY proceeded prematurely with its hot cut loop provisioning activities (the due date had been pushed out because this order number was not on BA-NY's list to cutover to AT&T) and, as a result, the customer lost dialtone. BA-NY's early cut resulted in the customer's loss of service. The customer was out of service for approximately 46 hours.

**ORDER NO. 9906694**

On July 19<sup>th</sup> (or earlier), BA-NY proceeded prematurely with its hot cut loop provisioning activities (the due date had been pushed out) and, as a result, the customer lost dialtone. BA-NY acknowledged that its provisioning error resulted in the early cut and the customer's loss of service. The customer was out of service for approximately 4 days.

**ORDER NO. NYCY9907435**

As initially provisioned by BA-NY on July 19<sup>th</sup>, the hot cut loop had no dialtone. BA-NY's acknowledged frame wiring error resulted in the customer's loss of service. The customer was out of service for approximately 2 hours.

**ORDER NO. NYCY9907432**

As initially provisioned by BA-NY on July 19<sup>th</sup>, the hot cut loop was not working with a ring no answer condition. BA-NY's unexplained facility problem resulted in the customer's loss of service. The customer was out of service for approximately 17 hours.

**ORDER NO. NYCY9906366**

On July 20<sup>th</sup>, BA-NY proceeded prematurely with its hot cut loop provisioning activities (BA-NY had pushed out the due date) and, as a result, the customer lost dialtone. BA-NY's early cut resulted in the customer's loss of service. The customer was out of service for approximately 5 hours.

**ORDER NO. NYCB9900244/NYCB9900245**

On July 20<sup>th</sup>, BA-NY proceeded prematurely with its hot cut loop provisioning activities and, as a result, the customer lost dialtone. BA-NY's acknowledged provisioning error resulted in the customer's loss of service. The customer was out of service for approximately 3 hours.

**ORDER NO. NYCY9907569**

As initially provisioned by BA-NY on July 20<sup>th</sup>, the hot cut loop was not working properly and the customer was unable to make outgoing calls and subsequently experienced static and noise on the lines. Significantly, the customer confirmed the absence of any service problems on the lines during AT&T's FOC call with the customer prior to the scheduled cutover. BA-NY's unidentified outside facility problem resulted in the customer's loss of



service. The customer was out of service for approximately 7 days.

**ORDER NO. NYCY9906950**

On July 21<sup>st</sup>, BA-NY proceeded prematurely with its hot cut loop provisioning activities (the due date was pushed out to July 27<sup>th</sup> due to BA-NY's failure to provide a correct LSRC despite escalation to Tom Delaney) and, as a result the customer lost dialtone. BA-NY's early cut resulted in the customer's loss of service, which was compounded by BA-NY's outside facility problem that resulted in a ring no answer condition as AT&T attempted to complete the cutover. The customer was out of service for at least 3 days.

**ORDER NO. NYCB9900244**

On July 21<sup>st</sup>, BA-NY proceeded prematurely with its hot cut loop provisioning activities (the second time in two days that its early cuts took the customer out of service) and, as a result, the customer lost dialtone. The customer was out of service for approximately 6 hours.

**ORDER NO. NYCY9907349**

As initially provisioned by BA-NY's on July 22<sup>nd</sup>, the hot cut loop had no dialtone. BA-NY acknowledged that its failure to complete all of its hot cut loop provisioning activities required for a coordinated loop hot cut resulted in the customer's loss of service. The customer was out of service for approximately 5 hours.

**ORDER NO. NYCY9907789**

On July 22<sup>nd</sup>, BA-NY proceeded prematurely with its hot cut loop provisioning activities (the due date was July 23<sup>rd</sup>) and, as a result, the customer was unable to receive calls. BA-NY's early cut resulted in the customer's loss of service. The customer was out of service for approximately 18 hours.

**ORDER NO. NYCY9907004**

As initially provisioned by BA-NY on July 22<sup>nd</sup>, the hot cut loop was not working since BA-NY had wired it to the wrong customer. BA-NY's wiring error resulted in the customer's loss of service. The customer was out of service for approximately 20 hours.

ORDER NO. NYCY9905781

As initially provisioned by BA-NY on July 22<sup>nd</sup>, the hot cut loop was not working with a ring no answer condition. BA-NY's acknowledged frame wiring problem resulted in the customer's loss of service. The customer was out of service for approximately 4 days.

ORDER NO. NYCY9907374

As initially provisioned by BA-NY on July 20<sup>th</sup>, the hot cut loop was not working properly with local callers going to BA-NY's voicemail. BA-NY's acknowledged failure to complete all of its hot cut loop provisioning activities required for a coordinated loop hot cut resulted in the customer's loss of service. The customer was out of service as a result of BA-NY's provisioning error for approximately 3 days.

ORDER NO. 9906365

As initially provisioned by BA-NY on July 22<sup>nd</sup>, the hot cut loop was not working problem and the customer lost dialtone. BA-NY's unexplained provisioning error resulted in the customer's loss of service, which was restored following escalation to Ed Riley at BA-NY. The customer was out of service for more than 3 days.

**ORDER NO. 9907709**

As initially provisioned by BA-NY on July 22<sup>nd</sup>, the hot cut loop was not working properly and the customer experienced an inability to receive incoming calls. BA-NY's failure to complete all of its hot cut loop provisioning activities required for a coordinated loop hot cut resulted in the customer's loss of service. The customer was out of service for at least 3 hours.

**ORDER NO. NYCY9907696**

As initially provisioned on July 22<sup>nd</sup>, the hot cut loop was not working properly since the lines were crossed and the customer couldn't receive calls. BA-NY acknowledged that its faulty wiring resulted in the customer's loss of service. The customer was out of service for approximately 1 day.

**ORDER NO. NYCY9906375**

As initially provisioned by BA-NY on July 23<sup>rd</sup>, the hot cut loop was not working and the customer's telephone service was interrupted because BA-NY failed to properly coordinate the hot cut loop cutover with AT&T. The customer was out of service for more than 6 hours.

**CALENDAR WEEK JULY 19 THROUGH JULY 23**  
(the eighteenth full week of the revised hot cut  
loop provisioning process)

**AT&T ORDERS THAT WERE SUPPLEMENTED ON (OR JUST  
BEFORE) THE HOT CUT LOOP DUE DATE FOR A LATER DUE  
DATE AS A RESULT OF BA-NY'S PROCESS FAILURES**

Order Numbers:

NYCY9907433	NYCY9907791
NYCY9907466	NYCY9907519
NYCY9907494	
NYCY9907590	
NYCY9907526	
NYCY9907561	
NYCY9907583	
NYCY9907764	
NYCY9907621	
NYCY9907622	
NYCY9907252	
NYCY9907722	
NYCY9907701	
NYCY9907668	
NYCY9905076	
NYCY9907148	
NYCY9907169	
NYCY9907623	

**CALENDAR WEEK JULY 19 THROUGH JULY 23**  
(the eighteenth full week of the revised hot cut  
loop provisioning process)

**AT&T ORDERS THAT WERE SUPPLEMENTED ON (OR JUST  
BEFORE) THE HOT CUT LOOP DUE DATE FOR A LATER DUE  
DATE AS A RESULT OF BA-NY'S PROCESS FAILURES**

**ORDER NO. NYC9907433**

The July 19<sup>th</sup> due date was pushed out as a result  
of BA-NY's failure to provide AT&T a correct LSRC.

**ORDER NO. NYC9907466**

The July 19<sup>th</sup> due date was pushed out as a result  
of BA-NY's failure to notify AT&T of a no dial-tone condition  
at DD-2. Notification occurred on DD-1.

**ORDER NO. NYC9907494**

The July 20<sup>th</sup> due date was pushed out as a result  
of BA-NY's failure to coordinate the order. The BA-NY RCCC  
showed the order as cancelled on the DD although we had an  
LSRC showing a DD of 7/20/99.

**ORDER NO. NYCY9907590**

The July 20<sup>th</sup> due date was pushed out as a result of BA-NY's failure to notify AT&T of a no dial-tone condition on DD-2. AT&T was notified late on DD-1.

**ORDER NO. NYCY9907526**

The July 20<sup>th</sup> due date was pushed out as a result of BA-NY's failure to provide AT&T with a correct LSRC.

**ORDER NO. NYCY9907561**

The July 20<sup>th</sup> due date was pushed out as a result of BA-NY's failure to provision the order correctly. The customer's circuit was a ground start circuit.

**ORDER NO. NYCY9907583**

The July 20<sup>th</sup> due date was pushed out as a result of BA-NY's failure to notify AT&T of a no dial-tone condition at DD-2. Notification was given at DD-1.

**ORDER NO. NYCY9907764**

The July 22<sup>nd</sup> due date was pushed out as a result of BA-NY's failure to provide AT&T with a correct LSRC.

**ORDER NO. NYCY9907621**

The July 21<sup>st</sup> due date was pushed out as a result of BA-NY's failure to coordinate the order. On the DD at BA told AT&T the order was cancelled per the customer. We spoke to our customer and he stated he still wants AT&T and never told anybody he didn't.

**ORDER NO. NYCY9907622**

The July 21<sup>st</sup> due date was pushed out as a result of BA-NY's failure to coordinate the order. On July 20<sup>th</sup> at the RCCC confirmed that the BA tech was told by the customer that she did not want the service upon showing up to do wiring for an IDLC. When AT&T spoke to the customer she informed us that no BA technician had been to her place of business in the past 7 days.

**ORDER NO. NYCY9907252**

The July 22<sup>nd</sup> due date was pushed out as a result of BA-NY's failure to provide AT&T a correct LSRC.

**ORDER NO. NYCY9907722**

The July 22<sup>nd</sup> due date was pushed out as a result of BA-NY's failure to notify AT&T of a no dial-tone condition on DD-2. On July 22<sup>nd</sup> (DD) BA-NY pushed the order out when it found the incorrect dial-tone.



**ORDER NO. NYCY9907701**

The July 22<sup>nd</sup> due date was pushed out as a result of BA-NY's failure to notify AT&T of a no dial-tone condition on DD-2. On July 21<sup>st</sup> (DD-1) BA-NY supped the order to 12/31/99 after leaving a VM message.

**ORDER NO. NYCY9907668**

The July 22<sup>nd</sup> due date was pushed out as a result of BA-NY's failure to provide AT&T an LSRC.

**ORDER NO. NYCY9905076**

The July 23<sup>rd</sup> due date was pushed out as a result of BA-NY's failure to notify AT&T of a no dial-tone condition at DD-2. Notification was given on the DD.

**ORDER NO. NYCY9907148**

The July 23<sup>rd</sup> due date was pushed out as a result of BA-NY's failure to provide AT&T with a correct LSRC.

**ORDER NO. NYCY9907169**

The July 23<sup>rd</sup> due date was pushed out as a result of BA-NY's failure to provide AT&T with a correct LSRC.